

Invitation for Bids: Cloud Storage Gateway

Date of Issuance: Updated May 12, 2016

Issued by: Department of Innovation and Technology, City of Burlington

Due Date for Questions: May 17, 2016 at 12PM Eastern Time

Reponses will be available May 19, 2016

Due Date for Bids: May 23, 2016 by 5PM

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Background

The City is quickly approaching capacity on our current file storage solution. Rather than invest in on-site storage, we are interested in identifying a cloud storage gateway solution that not only provides cloud storage capabilities, but also offers functionality to address additional user needs. Our goal is to identify a solution that:

1. Minimizes the need for on-premise file storage,
2. Is transparent to end users, allowing storage to be mapped through a login script and to appear as a traditional shared drive,
3. Provides staff users with the appropriate permissions the ability to access files from outside of the City network through a solution-provided web interface using desktop and laptop computers, as well as phones and tablet devices,
4. Enables collaboration with external partners, allowing non-staff users working outside the City's network to view, download, and/or upload content by invitation or account,
5. Leverages onsite storage capacity for frequently used files and leverages cloud storage for seldom used files which we expect will provide lower cost of ownership for those less frequently used files, and
6. Allows for the expansion, or decrease, of capacity on demand.

Our current environment includes:

- Approximately 2.5 TB of documents (.docx, .xlsx, .pdf, .jpg, .tif, etc.) currently retained, mostly on a single Dell EqualLogic SAN
 - This is likely to increase once we have a new storage solution implemented, we estimate another .5 – 1 TB
 - Approximately 2.4 million files and 170k folders

- Approximately 450 staff users
- 22 office locations, all centralized to the one storage device
- 1 GB bandwidth fiber connection at each location
- Two City departments that currently maintain their own IT infrastructure and AD instance, which may, in the future, want to also use the City's storage gateway to serve as their storage and enable sharing content by allowing permissioning of users to folders across domains

Specifications

Specification	Required?	Solution offers (Y/N)	Comments
A global storage gateway that supports:			
<ul style="list-style-type: none"> • File deduplication. <i>Please explain how deduplication is performed</i> 	Required		
<ul style="list-style-type: none"> • File compression 	Required		
<ul style="list-style-type: none"> • File syncing between the storage device and off-line devices (mobile (iPad, iPhone) or laptop without network connection) 	Required		
<ul style="list-style-type: none"> • Snapshots at Sys-Admin defined intervals 	Required		
<ul style="list-style-type: none"> • Ability to set different snapshot frequency by folder or volume 	Preferred		
<ul style="list-style-type: none"> • Archiving –for administrator to place retention rules on specific folders 	Preferred		
<ul style="list-style-type: none"> • Archiving – ability for user to place retention rules on specific files or folders (users should be prevented from shortening periods set by the administrator) <i>Please explain how this would work (e.g. is admin notified of changes, is user notified of any conflicts that may arise?)</i> 	Preferred		
<ul style="list-style-type: none"> • Placing legal hold on specific folders to prevent deletion or archiving of those folders 	Preferred		
<ul style="list-style-type: none"> • Encryption of data in transport. <i>Please explain encryption methods.</i> 	Required		
<ul style="list-style-type: none"> • Encryption of data in storage. <i>Please explain encryption methods.</i> 	Required		
<ul style="list-style-type: none"> • Global search across a single domain 	Preferred		

<ul style="list-style-type: none"> Global search across multiple domains (e.g. additional City departments with separate AD instances) 	Preferred		
<ul style="list-style-type: none"> Maintaining most frequently accessed files locally 	Required		
<ul style="list-style-type: none"> Private encryption key management for City 	Preferred		
<ul style="list-style-type: none"> Defining specific folders that should always be maintained ("pinned") locally 	Required		
<ul style="list-style-type: none"> Defining folders that should not be replicated to the cloud (e.g. maintain storage of sensitive financial documents online onsite) 	Required		
<ul style="list-style-type: none"> File Versioning 	Required		
<ul style="list-style-type: none"> Global file locking – provide a check out process notifying users a file is in use 	Preferred		
<ul style="list-style-type: none"> Setting folder size quotas for users and groups 	Preferred		
<ul style="list-style-type: none"> Collaborative editing of documents (similar to Google Docs) 	Preferred		
<ul style="list-style-type: none"> AD/ LDAP integration for authentication and single-sign-on 	Required		
<ul style="list-style-type: none"> Multiple AD domains 	Required		
<ul style="list-style-type: none"> Multi-tenant architecture to allow segregation of content and administration for multiple City entities 	Required		
<ul style="list-style-type: none"> Allow for mapping of user drives by login script (e.g. for user, department and shared folders) 	Required		
<ul style="list-style-type: none"> Allows end-user to save and access files from within desktop applications without having to access a separate desktop or web application 	Required		
<ul style="list-style-type: none"> Allow users to access files from outside of the corporate network through a web interface 	Required		
<ul style="list-style-type: none"> Allows restriction of off network access to content to be controlled at a user and user 	Required		

group basis (i.e. not all staff will be allowed to access content externally)			
<ul style="list-style-type: none"> Supports mobile file access, including tablets and phones (iPad, iPhone, as well as Android and Windows devices) – <i>Please specify operating system and/or devices supported</i> 	Required		
<ul style="list-style-type: none"> Allow access by all users to content from within and outside of the City network with <u>no additional</u> user costs or licensing fees. <i>If no, please specify fees.</i> 	Preferred		
<ul style="list-style-type: none"> Provides both physical and virtual gateway appliances, and allows for quick implementation of a virtual appliance in the event of failure of a physical appliance 	Required		
Provide listing of all security and/or regulatory compliance measures met with the solution (i.e. HIPAA, FIPS 140-2 Validated, etc.)	Required		
Includes cloud storage as part of your product offering. <ul style="list-style-type: none"> <i>Please specify with what provider(s) and if it is included in your pricing</i> <i>If not included with your solution, please identify which cloud providers you can work with.</i> 	Preferred		
<ul style="list-style-type: none"> Provides cloud-mirroring option, to allow for storage of content across multiple cloud vendors. Please specify pricing for this option, if available. 	Preferred		
<ul style="list-style-type: none"> Provides tiered cloud storage, beyond on premise and primary cloud, allowing for less costly storage of infrequently accessed content 	Preferred		
<u>Content sharing with external parties</u>			
<ul style="list-style-type: none"> Ability to permission non-staff, external users to view specific files or folders for a user-defined 	Required		

period of time requiring a password			
<ul style="list-style-type: none"> Ability to permission non-staff, external users to view specific files or folders for a user-defined period of time without requiring an account or password 	Required		
<ul style="list-style-type: none"> Ability to permission non-staff, external users to download specific files or folders for a user-defined period of time requiring a password 	Required		
<ul style="list-style-type: none"> Ability to permission non-staff, external users to download specific files or folders for a user-defined period of time without requiring an account or password 	Required		
<ul style="list-style-type: none"> Ability to permission non-staff, external users to upload specific files or folders for a user-defined period of time requiring a password 	Required		
<u>Admin</u>			
<ul style="list-style-type: none"> Allow mapping of user drives by login script 	Required		
<ul style="list-style-type: none"> Allow setting user permissions to folders by group policy 	Required		
<ul style="list-style-type: none"> Ability to set password requirements for external users not part of our Active Directory 	Required		
<ul style="list-style-type: none"> Allow assignment of admin capabilities to individual users for specific folders and groups for creation and maintenance of content and external user accounts. <i>Please explain how this would be completed</i> 	Required		
<ul style="list-style-type: none"> Functionality to provide application-level firewall for rules-driven access controls to content (e.g. to enable access restrictions by geography, IP, device type, file size) 	Preferred		
<u>Reporting and Auditing</u>			

• Management interface that provides real time file- and volume-level information	Required		
• Provide auditing logs for:			
- User activity for staff with accounts	Preferred		
- User activity for external users with accounts/passwords	Preferred		
- User activity for external users without accounts (e.g. track when files are uploaded and associate with staff member who sent invite, file views by not-logged-in users)	Preferred		
- Allow restricted reporting for admins to see activity only in groups or folders they 'control'	Preferred		
• Provide reporting on data stored, types and size. Allow ability to drill-down by folder, group and user(s)	Required		
• Allow for setting and active alerting of specific criteria (including surpassing a specified storage limit, when a specific folder reaches a specified size, notification when a certain file type is saved)	Preferred		
<u>Support</u>			
• Provide training for IT staff that will manage the solution and describe how that training is delivered. <i>Please describe</i>	Required		
• Provide dedicated implementation support (if this is through a partner, please identify the partner and explain how managed). <i>Please describe</i>	Required		
• Support initial migration with minimal downtime for existing City systems and minimal user impact	Required		
• Offer a defined update schedule, with minimal required downtime for installation of updates	Required		

<ul style="list-style-type: none"> • Clear plan and support for recovery/migration at end of contact. <i>Please describe</i> 	Required		
<ul style="list-style-type: none"> • Business hour email support, 8am – 5pm ET Monday – Friday 	Required		
<ul style="list-style-type: none"> • Business hour phone support, 8am – 5pm ET Monday – Friday 	Required		
<ul style="list-style-type: none"> • 24/7 and 8x5 phone support are preferred, <i>please note if they are available and any additional cost</i> 	Preferred		
<ul style="list-style-type: none"> • Price 24/7 and 8x5 email support are preferred, <i>please note if they are available and any additional cost</i> 	Preferred		
<ul style="list-style-type: none"> • Clear SLAs guaranteeing availability and performance, with penalties for not meeting targets. <i>Please specify</i> 	Required		

Submission Requirements

Responses should be submitted by 5PM ET on Tuesday May 17, 2016. Responses should be submitted by email in PDF or in hard copy (1 copy).

Vendors are required to provide:

- An overview of their proposed solution, including product spec sheets and diagrams.
- A completed requirements checklist, explaining the proposed solution's compliance with the required specifications (available in MS Excel format).
- Detailed pricing, which should specify costs for:
 - Storage gateway appliances (physical and virtual)
 - Annual cloud storage costs, specifying costs for expanding storage capacity, if appropriate
 - Any required user licenses required, including for employee use from within and outside of the City network, non-staff users
 - Implementation costs
 - Training costs
 - Technical support costs
 - Any additional fees
- Proposals should identify any additional items (e.g. hardware, parts, licenses, consulting) that must be purchased in order to successfully implement the solution.
- Proposals should specify the required contract term, as well as any discounts available for multi-year commitments.
- An explanation of any partnering arrangements that have been made to respond to this request.
- An explanation of any external implementation support that would be required separate from any included with this bid.

- A representative implementation timeline, which includes planning, implementation, and training. The plan should specify the work of your team and any implementation partners that might be required, as well as expectations of the City team.
- A sample service agreement.
- Company history, identifying how long your solution has been commercially available.
- Contact information for at least three (3) references that can be called, preferably including at least one other municipality, as well as other similarly-sized organizations.
- Contact information for firms that offer implementation support, if available.

Bidders must comply with all provisions of state law, and the accepted bidder will have to comply with the city's livable wage and union deterrence ordinances, copies of which are available on the city's website (or may be supplied on request).

The City of Burlington does not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information.

The City is also committed to providing proper access to services, facilities, and employment opportunities.

Bids should be sent in a sealed envelope to the contact listed above.

Questions

Questions may be submitted by email by the deadline identified above. Any revisions, addendums and answers to questions that are received by the due date for questions will be sent to all vendors who directly received this document via email.

Bid Evaluation

Responses will be reviewed by department staff, and possibly its consultants, based upon the information provided in the proposal. Additional information and/or a product demo may be requested prior to final selection. The city intends to accept the bid it determines to be in the best interests of the city, based on the overall proposal, not exclusively on cost or any other specific factor. The city reserves the right to amend, modify, reject, negotiate, or accept any bid in whole or in part at its sole discretion. It is anticipated that a decision will be made within 30 days of the due date.

Indemnification

The Vendor will act in an independent capacity and not as officers or employees of the Municipality. The Vendor shall indemnify, defend and hold harmless the Municipality and its officers and employees from liability and any claims, suits, expenses, losses, judgments, and damages arising as a result of the Vendor's acts and/or omissions in the performance of this contract.

The Municipality is responsible for its own actions. The Vendor is not obligated to indemnify the Municipality or its officers, agents and employees for any liability of the Municipality, its officers, agents and employees attributable to its, or their own, negligent acts, errors or omissions.

Limitations of Liability

The City of Burlington assumes no responsibility and liability for costs incurred by parties responding to this invitation to bid or responding to any further requests for interviews, additional data, etc, prior to the issuance of the contract.

Rejection of Proposals

The City of Burlington reserves the right to reject any or all responses, to negotiate with one or more parties, or to award the contract in the City's best interests. The City reserves the right to re-advertise for additional responses and to extend the deadline for submission of responses.

Ownership of Documents

Proposals, plans, specifications, basis of designs, electronic data and reports prepared under any agreement with the selected contractor and the City shall become the property of the City. Records shall be furnished to the City by the contractor upon request at any time, however contractor may retain copies of the original documents.